
Integration Partner Integration & Leadership Executive Achievement Report (Deliverable 126.1.1e) June 2003

Executive Summary

Integration Partner supports FSA's leadership and the actions required to drive the development of integration projects and initiatives. This report summarizes Integration Partner's activities for the month of June that support the development of integration projects and initiatives.

Major accomplishments for the month of June include the continued efforts with FSA's Business Integration Group (BIG) to develop an overall integration vision for FSA. Integration Partner supported, facilitated, and provided input to the ongoing vision development process and is currently working with the BIG to outline next steps, including communication of initial results to FSA Management Council. Major work products to date resulting from the vision development process include the following:

- ✓ Vision Framework: A matrix that depicts FSA's core business driver, outcomes, enablers and business objectives. Refer to the attached document, DRAFT BIG Integration Vision Framework v5.doc.
- ✓ Draft Business Architecture Framework: A picture that represents FSA's business architecture end-state. Refer to the attached document, FSA Business Integration Group Business Architecture Framework v3.doc.

Progress and recent accomplishments by the BIG relating to the FSA visioning process are detailed in the Participation in FSA Business Integration Group section of the report (page 4).

Detailed in the Integration Issues & Gaps section of the report (page 6) are identified concerns and/or gaps around major integration initiatives within the Integration Partner program where management level attention or progress is needed. In summary, these issues and/or gaps relate to the following topic:

- ✓ Gaps exist around the Integrated Partner Management solution(s) and the need to conduct additional analysis within the Financial Partners business channel. A common solution or set of solutions could meet the needs of both Schools and Financial Partners. Further discussion is needed and will be sought out with FSA Financial Partner leadership.

Task orders continue to be awarded and/or modified, which enable us to contribute to the achievement of FSA's overall integration goals.

Leadership

Support & Direction Setting

Integration Partner senior leadership provides FSA leadership and the project managers, business architects, and technical architects on the Integration Partner program with the key leadership oversight, enterprise focus, and strategic direction to fulfill the goals of FSA's integration program. Integration Partner senior leadership has been working with FSA leadership via weekly client meetings to address the following topics:

- ✓ Task order status
 - Task order awards and/or modifications for the month of June included the following:
 - TO 79, Portal Rollout Strategy
 - TO 126, Integration & Leadership
 - TO 128, FMS to FMSS Data Transfer & Transformation Redesign (FMS Splitter)
- ✓ Key delivery issues specific to major integration initiatives.
- ✓ Integration Partner continues to work closely with FSA to improve the contract task order approval process.
 - Integration Partner continues to meet with FSA senior leadership regarding the final CRM4FSA invoice. The Office of Inspector General audit report is expected by end of July.
 - Integration Partner continues to discuss with FSA senior leadership the eServicing task order and changing environment.
- ✓ Integration Partner continues to discuss with FSA alternative price structures in relation to results and value delivered.

Integration Partner senior leadership continues to provide leadership direction and oversight relating to the following:

- ✓ Continued establishment and alignment of integration working groups in order to achieve FSA strategic objectives, improve communication links between projects and ensure focus.
- ✓ Continued guidance and direction to Integration Partner teams to ensure overall program goals are achieved.
- ✓ Continued participation and input to FSA BIG visioning sessions and outcomes.

Integration

Integration Progress

The following synopsis outlines progress towards major initiatives within the Integration Partner program, including Application & Delivery, Enterprise Data Strategy, Integrated Partner Management, and Common Services for Borrowers.

Application & Delivery

- ✓ Common Origination & Disbursement (COD) Releases 2.1 and 2.2 development efforts continue. These releases will continue to build upon the existing COD solution that provides FSA with a core, single integrated solution to manage aid originations and disbursements. COD requirements for the 2004-2005 annual cycle, Release 3.0, are complete and waiting on final review and comment from FSA.
- ✓ The ED PIN Re-Engineering Analysis project is progressing, as planned, in its objective to (1) update the enterprise ED PIN standards, (2) revise the ED PIN future capacity plans and (3) analyze functional areas for technical architecture upgrades. The ED PIN

continues to be the cornerstone for web-based authentication to FSA borrower services as well as electronic signature functionality. The FSA and Integration Partner ED PIN Re-Engineering Analysis team recognizes the importance of this capability for customer services, continued web enablement of FSA business services, as well as the potential for growth. The analysis team is also continuing to work closely with other FSA integration efforts that include Data Strategy (Enrollment and Access Management, Standard Student Identification Method, Web Services, Technical Strategies), Security Architecture as well as the Integrated Technical Architecture. The analysis team has completed its initial draft of the ED PIN Business Requirements and Standards and activities are currently underway for the technical upgrade analysis. Nine FSA business process stakeholders are participating during the re-engineering analysis and a briefing is scheduled for the Business Integration Group to ensure results will support the enterprise needs.

- ✓ Integration Partner supported FSA in their demonstration to the Office of Management and Budget (OMB) related to the Students Portal Release 2.0.
- ✓ The Students Portal Release 2.0 continues to be deferred as a result of continued delays associated with the approval of the Information Collection Clearance packet. Students Portal Release 3.0 activities will not begin until Release 2.0 has been deployed. Additionally, the task order modification for Portal Rollout Strategy (TO 79) accommodated an increase in scope to stabilize and transition the Students and Financial Partner portals to the new operating partner.

CSB

- ✓ Integration Partner continued to provide post-solicitation support to FSA through the month of June. The final deliverable for this task order, the Post-Solicitation Technical Support document, was delivered to FSA on June 13. The post-solicitation support included ongoing assistance with inquiries received from vendors during the proposal preparation period and ongoing assistance with the identification of any additional evaluation considerations.

Enterprise Data Strategy

- ✓ Integration Partner supported FSA in their presentation to both Management Council and OPE on current Data Strategy work efforts.
- ✓ The following Data Strategy deliverables were submitted to FSA for the month of June:
 - Overall Data Strategy As-Is System Data Flows
 - Technical Strategies Statement of Strategic Focus
 - RID Implementation Options Analysis
 - XML Strategic Assessment & Enterprise Vision
 - Access Management Business Objectives and High-Level Requirements
 - Enrollment Management Business Objectives and High-Level Requirements
 - SSIM (previously CSID) High-Level Design
- ✓ Continued efforts on the Data Framework Entity Flow Diagrams.

- ✓ Continued the Data Quality Business Problem Mad Dog activities, to include facilitation of Data Quality focus groups and consensus meetings to prioritize data quality issues and identify quick hits.
- ✓ Began initial research on the XML Registry and Repository tools options.
- ✓ Started updates on the final XML ISIR Schema deliverable.
- ✓ Continued efforts on the SSIM Implementation Strategy.
- ✓ Began efforts on the SAIG Capacity Analysis.
- ✓ Began efforts on the Technical Strategies internal data and web strategies.

Integrated Partner Management (IPM)

- ✓ During the month of June, the Version 1 Case Management Analysis document was delivered to FSA. This deliverable included the documentation of the as-is business processes for CMO and draft conceptual design materials. Integration Partner also met with the FSA core team to discuss the eCMO target state and finalize the eCMO conceptual design.

Participation in FSA Business Integration Group (BIG)

The Integration Partner provides business, technical and integration support to FSA's BIG. Integration Partner supports BIG discussions, supports FSA in their efforts to define and shape the target state of FSA's enterprise integration vision, ensures alignment of the business and technical architecture, helps to identify major integration dependencies, risks and issues and charts the major integration and operations timelines.

Accomplishments have included involvement in key integration discussions and visioning sessions, continued management of project dependencies, integration risks and related timelines among FSA's various integration projects and initiatives and general BIG administration.

Integration Partner provided key facilitation and support to the FSA Business Integration Group (BIG) to conduct a series of FSA business visioning sessions. These discussions originated from the need to understand what FSA's future end state/business architecture will look like, what FSA wants to achieve and what strategies need to be recommended for implementation. The timing of these sessions is key, as the outcomes will help inform the current Data Strategy efforts, as well as FSA's enterprise planning efforts (sequencing, procurement, etc.). The continued identification and refinement of key business outcomes and enablers led to the development of the Vision Framework, which was used to help FSA outline key FSA business function areas. BIG is currently in the process of aligning business functions to business capability areas. Next steps will include identifying how each business capability area will be achieved. The work products resulting from the visioning sessions will provide FSA Management Council with an integration vision and roadmap.

Key integration discussions and decisions for the month of June included:

- ✓ FSA BIG Visioning
 - In coordination with the Data Strategy efforts, FSA BIG membership continued to finalize the Vision Framework, to include definition around the core business outcomes, enablers and detailed business objectives.

- BIG also began to define FSA's business architecture end-state. This process involved the following steps:
 - Confirmation of FSA's lifecycle areas
 - Identification of FSA's business functions
 - Categorization of FSA's business functions into business capability areas
- Next steps include drilling down into each business capability to determine how FSA will accomplish the capability (core processes, user interests, projects, etc.).
- ✓ Data Strategy: As-Is Data Flows, Data Quality Update
 - The current state/as-is data flows were reviewed. The purpose of the documentation is to get a clear view of the end-to-end data flows within FSA's business lifecycle. The flows will help initiate future discussions on the target state.
 - The Data Quality Mad Dog in-progress efforts were reviewed. Focus group and consensus meetings have been held to prioritize data quality issues and identify quick hits. Those issues with top priority will become the basis for the quality assurance plan. Attendance for these meetings included folks involved with data analysis and the business lifecycle.
- ✓ Standard Student Identification Method-SSIM (previously CSID)
 - SSIM overview was provided:
 - SSIM seeks to establish a simple framework by which FSA and partners can consistently identify students/borrowers. The problem to be addressed is the lack of enterprise-wide ID standards.
 - High Level Requirements include:
 - Consistently and systematically link customer records across the FSA enterprise
 - Support process changes and updates to key customer attributes (e.g. updates to First Name, Last Name, DOB)
 - Ensure student privacy protection; minimize unauthorized/unauthenticated access to student data
 - System identification requirements should not prevent valid customers from receiving aid or progressing through the repayment phase
 - The SSIM deliverable timeline and status was reviewed. SSIM design sessions have taken place and a high level design has been developed.
 - The SSIM consensus meeting outcomes were reviewed. The common identifier will use a combination of data fields. The matching algorithm will be the manner by which FSA consistently identifies customers.
 - Next steps include discussion of implementation options with the core team and system representatives, discussion of specific system requirements and finalization of the Implementation Approach for August.
- ✓ COD 2004-2005 Annual Requirements
 - Requirements that were removed from the 2004-2005 scope of work were reviewed.
 - Major efforts to be included in the 2004-2005 scope of work were highlighted:
 - NSLDS and CPS requests will be implemented.

- Edits for COD presumed disclosures requirements will be built.
 - COD will support legacy formats.
 - A report will be sent to schools when a borrower is determined for verification by the CPS match. This will allow schools to manage the verification workload and also reduce error rates in the Pell Grant program.
 - Internal and external financial balancing by way of reporting to make accurate the financial calculations done within COD against the mainframe and web financial data displayed to the customer.
 - Improved usability of web services, such as enhanced search criteria and a report subscription service.
- ✓ METEOR
- METEOR provided an overview of its solution outlining its interaction with access providers, data providers, and index providers. The METEOR solution seeks to provide a national clearinghouse of student loan information that can be accessed in real-time via a web-based solution.
 - METEOR's requests to the BIG and FSA include:
 - Implement the technical standards that FSA released in its original Blueprint
 - Sign on as an Access Provider
 - Sign on as a Data Provider.
- No decision was made by the BIG. Plans are in place to have ELM provide an update on their clearinghouse efforts.

Integration Risk Tracking

FSA's BIG has identified and documented integration risks among the key integration initiatives. These risks are in the process of being evaluated to determine which risks have the highest priority, which of these the BIG will assume ownership for and which of these will be escalated to FSA's Management Council. Recommendations and mitigation plans for the high priority risks are under development.

Integrated Sequencing Plan

Sequencing plans for key integration initiatives must also be managed at the program level. Integration Partner maintains the program schedule (Integrated Master Schedule) which tracks task order begin and end dates, major milestones and future projects. Refer to the attached document, Integrated Master Schedule (as of June 15, 2003).

Integration Partner also maintains FSA's draft Integrated FSA Sequencing Plan views, which help to inform planning of investment initiatives by providing a consolidated view of constraints and an integrated view of timelines and dependencies across major integration initiatives.

Integration Issues & Gaps

The following synopses summarize concerns and/or gaps around major integration initiatives within the Integration Partner program.

- ✓ The currently discussed Integrated Partner Management solution envisions leveraging a single solution for the eligibility, demographic and oversight management of all trading partners (including schools, servicers, lenders, and guarantors). The underlying assumption is that a common solution or set of solutions could meet the needs of both Schools and Financial Partner management. This assumption has been discussed at a high level in the BIG and other forums but needs to be explored in more detail. Specifically, more analysis and discussion in the Financial Partners area needs to take place. Integration Partner will seek out this discussion with the Financial Partners leadership in the next week or two. Feedback from these discussions will be given to the Data Strategy and Case Management teams and will be suggested as a topic for discussion at the Business Integration Group.

Integration Efforts Planned for July 2003

The Integration Partner will focus on further developing the following integration areas: Application & Delivery, Data Strategy, Integrated Partner Management and Common Services for Borrowers.

Application & Delivery

- ✓ The development of COD Releases 2.1 and 2.2 will continue to move forward. Activities for Release 3.0 will include the start of the functional design phase.
- ✓ Integration Partner will provide a walkthrough with FSA of the draft ED PIN Requirements & Standards document that was delivered in June. Additionally, the ED PIN Technical Architecture Upgrade Analysis efforts will begin.
- ✓ Integration Partner will continue to address questions and requirements provided by OMB in relation to the Students Portal Release 2.0. Additionally, Integration Partner will support FSA in their demonstrations to OMB, Management Council, Office of Public Affairs and Domestic Policy Council related to the Students Portal Release 2.0

Enterprise Data Strategy

- ✓ The following efforts are planned for the month of July:
 - Delivery of the Data Quality Mad Dog Report, Internal Data Strategy, Final XML ISIR Schema, XML ISIR Performance Test and SAIG Capacity Plan, and XML ISIR Technical Reference Support.
 - Continue efforts on the SSIM Implementation Strategy.
 - Continue detailed planning for RID high-level design phase.
 - Continue efforts on Technical Strategies Internal Data and Web Strategies.
- ✓ Integration Partner will support FSA in presentations at the NASFAA Conference.

Integrated Partner Management

- ✓ eCMO efforts for the month of July will include development of the Target State deliverable and planning and facilitation of the non-CMO PEPS requirements sessions.

CSB

- ✓ No activity is planned, as the CSB team completed in June all post-solicitation support to FSA.



Integration Partner will participate in the following tentatively scheduled FSA BIG discussions for the month of July:

- ✓ 7/1: Data Strategy: XML Framework/Vision, SAIG Capacity Analysis; CIO Data/Enterprise Architecture
- ✓ 7/15: FSA BIG Visioning
- ✓ 7/17: ED PIN Reengineering Analysis
- ✓ 7/22: VDC Operations
- ✓ 7/24: FSA BIG Visioning
- ✓ 7/29: Data Strategy: RID, Access/Enrollment Management

Integration Partner will continue to provide support to FSA as they continue to shape their strategic vision and business architecture end-state.